NETWORK MANAGER REPORT

JUNE 2006

SUBMITTED BY Winn McInnis, General Manager

OVERVIEW

Operations

June was a fast-paced month with service requests, change management, and the rapidly approaching license renewal season. AI met with several partners to discuss enhancements to their current applications in preparation for 2007 renewals. In addition to these achievements, AI launched three new applications to production, bringing the annual total to 10 applications for 2006.

Highlights during the month were:

- The Department of Conservation and Natural Resources launched an online application for special permitting of an upcoming Alligator Hunt. This application is very similar in scope to the successful Oak Mountain Bow Hunt application currently in production. The hunt is limited to 50 tags, which will be randomly selected by the department. In the application's first 15-days, over 695 transactions have been processed.

- The Alabama Department of Revenue launched the Certificates of Good Standing/Non-compliance application. The department budgeted to issue approximately 9,000 certificates for 2006. The application launched on June 26th and began receiving requests immediately. In the first four days, the department has processed over 50 requests. This new procedure has created numerous efficiencies for the department and the taxpayers, making a two week process in many cases a same day turn-around for the customer.

- The Alabama Farmers Market Authority "Buy Fresh, Buy Local" Online Store application went into production in June. This application contains a limited selection of t-shirts, posters, caps, and car tags available for purchase by the general public. Since its launch, the online store has processed eight orders.

- The training portal re-designed for the Department of Mental Health and Mental Retardation has received 18 subscribers since its March 1st launch date. This application continues to receive a lot of attention and input from the agency.

- The month of June marked a quarterly tax period for corporate taxes administered by the Department of Revenue. The department's tax applications collected over $1 million dollars in statutory revenue.

- The informational portal brochures have been completed and printed. The brochures are packaged in groupings of 25 and are being distributed to state public libraries and probate offices throughout Alabama. The brochure highlights several new features of the latest version of the portal as well as gives newcomers a list of reasons to visit the site.

Marketing

Alabama Interactive has been visiting several of our agency partners in preparation of the 2007 license renewal season. Currently, the marketing team is assisting agencies in the development of reminder mailers to reiterate to their constituents to remember that online renewals are available for their convenience. Several agencies are taking an interest in these reminders due to the efficiencies that are created internally for each renewal that is completed online.

The marketing team is working to obtain mailing addresses and contact information for the public libraries in the state. Along with the brochure, a letter is being generated to explain the purpose of receiving the collateral as well as possibly garner some additional value by being state supported.

The marketing team is in the process of ordering some additional collateral for give-a-ways at future events and initial partner introductions.

Customer Service

During the month of June, the Customer Service team responded to follow-up from the recruitment flyers developed with the Alabama Department of Conservation. The flyers were implemented as an effort to target new Point-of-Sale agents for the upcoming renewal year. Once designed and printed, the flyer became an additional insert in the renewal packets which are mailed to current agents from the Alabama Department of Conservation. The insert helped to bring attention to the Point-of-Sale service to the "mom and pop" agents throughout the state. Due to these efforts, over ten new agents have made the decision to convert their current process to the more efficient online POS method and they will begin using the service for this upcoming year.

As a house keeping tactic, the format of some of our transaction based billing statements for a select group of our partners has been adjusted to meet the needs of the state. The recipient of the monthly statements has now been centralized and payment will be streamlined and issued accordingly.

Development

In June the AI Dev-Share team focused on security related topics, such as database security, encryption techniques, and the location of encryption keys. The Dev-Share team also discussed the need to scan all test applications before they are released into production, as well as the need to use the most recent version of Struts, as a further tactic to stay aware of security vulnerabilities in web-based applications. The development team will apply these additional methods to continue to ensure that all new and past applications adhere to the security standards that corporate has in place.

In addition to ensuring the proper operation of the portal, the development team successfully released three new applications during the month of June. Several updates are underway in preparation for the 2007 license renewal season.

COMPLETED!

Completed in 2002

Alabama Board of Nursing	· Renewal of Registered Nursing License · Reactivation of a Nursing License · Reinstatement of a Nursing License
Alabama Department of Public Safety	· Electronic Access to Motor Vehicle Records
Alabama Real Estate Commission	· Renewal of Real Estate Licenses · Broker/Agent Certification
Alabama Secretary of State	· Merchant Services

Completed in 2003

Alabama State Banking Dept.	· Renewal of Small-Loan and MiniCode License · Renewal of Pawn Broker License · Renewal of Mortgage License
Alabama State Bar	· Membership Renewal
Alabama Board of Chiropractic Examiners	· Renewal of License · Licensee Verification
Alabama Department of Conservation and Natural Resources	· Online Hunting and Fishing Licenses · Hunting and Fishing Licenses/Point-of-Sale · Probate Court Point of Sale Hunting and Fishing Licenses · Oak Mountain Bow Hunt Registration · Outdoor Alabama Subscription
Alabama Department of Finance, Office of the CIO	· Alabama State Portal
Alabama Department of Insurance	· Merchant Services · Merchant Services for Provider Renewals
Alabama Board of Nursing	· License verification and disciplinary status-Subscriber · Name and Address Change · LPN Renewal
Alabama Real Estate Commission	· Instructor License Renewal
Alabama Department of Revenue	· Sales, Use and Lodging Tax Filings · Refund Status for Individual Income Tax
Alabama Secretary of State	· UCC (Uniform Commercial Code) Filings

Completed in 2004

Alabama Board of Architects	- License Renewal
State Banking Department	- Deferred Payment Renewal
Alabama Department of Conservation and Natural Resources	- Bartram Canoe Trail Reservations - Becoming an Outdoors Woman Registration - Outdoor Alabama Store - Hunt Outdoor Alabama
Alabama Department of Environmental Management	- Waste Water Operator License Renewal
Department of Finance	- Alabama InTouch (Constituent Notification)
Alabama Home Builders Licensure Board	- Initial Application Download and payment - License Renewal
Alabama Department of Industrial Relations	- Merchant Services
Alabama State Motor Pool	- Fleet vehicle reservation
Alabama Board of Nursing	- Original Licensure by exam. - Licensee database search and download - Original Licensure by endorsement - License verification for individuals
Alabama Board of Pharmacy	- License Renewal
Alabama Public Service Commission	- Supplemental Motor Carrier Authorization
Alabama Real Estate Commission	- Mailing Labels - Continuing Education Providers Services
Alabama Department of Revenue	- Personalized License Plate Reservation - Local Government Report Distribution

Completed in 2005

Alabama State Board of Chiropractic Examiners	-Initial Facility Permit -License Renewal Updates for 2005
Alabama Department of Environmental Management	-"Smoke School" Registration -Smoke School Fall Registration Updates
Alabama Department of Industrial Relations	-Workers Compensation CE Registration -Unemployment Quarterly Tax Updates

Alabama Department of Public Health	-Children's Health Insurance Program Payments -Provider Service Facility Renewal
Alabama Real Estate Commission	-Continuing Education Course Renewal -Change of Information
Alabama Department of Revenue	-Income Tax Extension Application -Trip and Fuel Permits
Alabama Board of Registration for Foresters	-License Renewal
Alabama Plumbers and Gas Fitters Board	-Merchant Services
Real Estate Appraisers Board	-License Renewal
Alabama Board of Public Accountancy	-License Renewal
Alabama Board of Nursing	-Military Nurse Renewals -LPN Renewals
Alabama Board of Pharmacy	-Institution (hospital) License Application
Alabama Board of Examiners in Speech-Language Pathology and Audiology	-License Renewal
Alabama Homebuilder Licensure Board	-Renewal of Inactive License
Alabama Board of Professional Engineers and Land Surveyors	-License Renewal
Alabama Public Service Commission	-Annual Registration Application (RS-1)
Alabama Department of Conservation and Natural Resources	-Marine Resources Point-of-Sale -Local Probate Update
Alabama State Banking Department	-Multiple License Renewal -Updates to Mortgage and D.P.
Alabama Board of Architects	-License Renewal

Completed for 2006

Agency	Application	Description	Status
Alabama Licensure Board for Interpreters and Transliterators	License Renewal	This service allows professionals to renew their licenses and permits online.	This application is complete and in production.
Alabama Department of Revenue	Tax Estimations	This service allows taxpayers to file their current year tax estimations.	This application is complete and in production.
Alabama Real Estate Commission	Simple Transfers	This service allows licensees to activate or deactivate their existing license with a real estate company.	This application is complete and in production.
Alabama Department of Mental Health and Mental Retardation	Case Manager Online Subscription Services	This interactive service allows case managers to complete training and certification via the web.	This application is complete and in production.
Alabama Board of Nursing	Pay Fee/Fine Application	This will be a service to allow Nurses to pay a fee/fine online	This application is complete and in production.
Alabama Department of Public Health	E.M.S. License Renewal	This service will allow E.M.S. professionals to renew their licenses online.	This application is complete and in production.
Alabama Home Builders Licensure Board	Expired individual license renewal	Allows individuals to renew expired licenses online.	This application is complete and in production.
Alabama Department of Revenue	Certificates of Good Standing	This application will allow for online access to certificates of good standing.	This application is complete and in production.

Farmers Market Authority	Shopping Cart	This will be a shopping cart Application.	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Alligator Hunt	This application allows citizens to be put into a drawing for Alligator Hunting in Alabama.	This application is complete and in production

Updates in 2006

Agency	Application	Description	Status
Alabama Department of Conservation and Natural Resources	Becoming an Outdoor Woman Updates for Spring 2006	Updates to last year's online application. Allows users to select courses and find out automatically which course they will be in.	This application is complete and in production.
Alabama Department of Industrial Relations	Workers Compensation Application Updates	This is an update to a pre-existing application for DIR	This application is complete and in production.
Alabama Real Estate Commission	Certification Updates	This is an update to a pre-existing application for AREC.	This application is complete and in production.
Alabama Board of Chiropractic Examiners	Intranet Utility	Allows the Board to generate reports for renewals of facilities	This application is complete and in production.
Department of Public Health	Provider Facility Renewal Update	Update will allow for late fees to be charged to facilities renewing late.	This application is complete and in production.
Alabama Department of Revenue	Tax Extension	Redesign allows for corporations to file extensions	This application is complete and in production.

Alabama Department of Revenue	Tax export script updates	Scripting update for exporting to Drake.	This application is complete and in production.
Alabama Department of Finance	alabama.gov V.4	2006 version of alabama.gov	This application is complete and in production.
Alabama Real Estate Commission	Application Updates for 2006	These updates have been requested to reflect 2006 changes	This application is complete and in production.

IN TESTING…..

Agency	Application	Description	Status	Target Date
Alabama Department of Environmental Management	Phase II Storm-water permitting	This application allows for the submission of a construction watershed permit.	This application is on hold pending some agency discussion/decision.	May 2005
Alabama Board of Social Work Examiners	Online License Renewal	This application will allow persons licensed by the Board to renew their license online.	This application is in agency testing.	March 2006
Alabama Department of Public Health	Home and Community Health Payments	This service will allow credit card payment of home health services.	This application is on hold by agency.	July 2005
Alabama Board of Nursing	Initial License for Advanced Practice Nurses	This service will allow Advanced Practice nurses to apply for licensure online.	This application is in testing.	September 2005
Alabama Department of Conservation and Natural Resources	Headquarter Updates	This service is an update to the headquarter application.	This application is in agency testing.	February 2006

Department of Conservation and Natural Resources	Boat Registration	This service will allow citizens to register their boats online	This application is on hold by agency.	March 2006
Alabama Department of Insurance	Merchant Services, Fireworks permits	This will be a merchant service application to accept echeck payments.	This application is in agency testing.	April 2006
Alabama Heating and Air Conditioning Contractors Board	License Renewal	This service will allow heating and air conditioning contractors to renew their license online.	This application is in agency testing.	May 2006
Alabama Department of Revenue	Excise tax extension	This service will allow for online excise tax extensions.	This application is in testing.	April 2006
Alabama Department of Revenue	Consolidated Financial Return	Online Consolidated financial return	This application is in testing.	April 2006
Alabama Real Estate Commission	Business Address Change	Allows Businesses to change their address information online.	This application is in agency testing.	April 2006
Department of Education	Certification Payments	This will be an online payment service for fingerprinting and certification requests.	This application is in internal testing.	August 2006
Alabama State Board of Public Accountancy	Firm Renewals	This will be an online renewal application for accounting firms	This application is in agency testing.	July 2006
Marriage and Family Therapy Board	License Renewal	This will be an online license renewal application for therapists.	This application is in agency testing.	August 2006
Home Builders Licensure Board	Expired Inactive Licenses	This application will allow expired inactive home builders to apply online.	This application is in agency testing.	January 2006

Alabama Board of Registration for Foresters	Updates to renewal application for 2006	Updates to the Forester renewal application for the 2006 renewal period.	This application is in agency testing.	July 2006
Department of Conservation and Natural Resources	Becoming an Outdoor Woman updates	Updates to the BOW application for fall 2006.	This application is in agency testing.	July 2006

IN DEVELOPMENT . . .

Agency	Application	Description	Status	Target Date
Alabama Board of Professional Engineers and Land Surveyors	Application for Exam	This service will allow those applying for licensure to sign up for exams.	This application is on hold.	August 2006
Alabama Board of Professional Engineers and Land Surveyors	Licensee data download	This service will allow for the download of a file of mailing address labels for licensees.	This application is on hold.	December 2005
Alabama Department of Public Safety	Merchant Services	This application will allow credit card payments.	This application is in development.	May 2006
Alabama Real Estate Commission	Original Licensure	This application will allow potential licensees to apply for a license online.	This application is in the pre-project planning phase.	December 2005
Alabama Board of Cosmetology	License Renewals	This application will allow Cosmetologists to renew their license online.	The next renewal period begins January 2007.	November 2006
Home Medical Equipment Board	License Renewal	This will be an online license renewal application for sellers of home medical equipment.	This application is in the development phase.	July 2006

Alabama Board of Physical Therapy	License Renewals	This will be an online license renewal application for physical therapists	This application is in the pre-project planning phase.	July 2006
Alabama Department of Mental Health and Mental Retardation	Phase 2 Case manager training (agency)	This phase will allow agencies to get access to the case manager training information	This application is in the pre-project planning phase.	July 2006
Alabama Board of Pharmacy	Application Updates for 2006	These updates have been requested due to Board changes for 2006	This application is in the pre-project planning phase	September 2006
Alabama State Board of Chiropractic Examiners	Application Updates for 2006	These updates will allow payments via AMEX and eCheck	This application is in the pre-project planning phase	August 2006
Alabama Board of Registration for Foresters	Initial Application	This application will allow new Foresters to apply for a license online	This application is in the pre-project planning phase	December 2006
Alabama State Board of Chiropractic Examiners	Facility Renewal Application	This application will allow facilities to renew its license online	This application is in the pre-project planning phase	August 2006
Alabama Agriculture and Industries	Pesticide Education Tracking	This application will allow for online education tracking	This application is in the pre-project planning phase	August 2006
Electrical Contractors Board	License Renewal	This application will allow contractors to renew their license online	This application is in the pre-project planning phase	September 2006
Coastal Birdfest	Coastal Birdfest Merchant Services	This application is a merchant service for Coastal Birdfest	This application is in the pre-project planning phase	August 2006

Alabama Department of Revenue	Privilege, Shares, Extensions (PSE)	This application will allow citizens to pay for their business taxes online	This application is in the pre-project planning phase	July 2006

SERVICE REQUESTS

Service Request #103
Alabama Department of Mental Health and Mental Retardation– Online Training
Alabama Interactive requests and recommends that this service for the Alabama Department of Mental Health and Mental Retardation is added to the network as a charge service. The online training application will be developed at no cost to the ADMHMR.

Service Request #104
Alabama Department of Revenue- Privilege, Shares, Extension (PSE)
Alabama Interactive requests and recommends that this service for the Alabama Department of Revenue is added to the network as a charge service. The PSE application will be developed at no cost to ADOR.

Service Request #105
Alabama Department of Revenue- Business Privilege Tax Portal
Alabama Interactive requests and recommends that this service for Alabama Department of Revenue is added to the network as a charge service. The Business Privilege Tax Portal will be developed at no cost to ADOR.

Service Request #106
Department of Finance, Internet Services Division– IT Strategic Planning Application
Alabama Interactive requests and recommends that this service for the Alabama Department of Finance, ISD is added to the network at no charge. The Strategic Planning application will be developed as an inkind service.

Service Request #107
Alabama Board of Professional Engineers and Land Surveyors – Certificate of Authorization
Alabama Interactive requests and recommends that this service for the Alabama Board of Professional Engineers and Land Surveyors is added to the network as a charge service. The Certificate of Authorization application will be developed at no cost to ABPELS.

MONTH IN REVIEW

Total June AI Network Transactions:	185,721
Average Successful Request per Day:	6,191
Total June alabama.gov Visitors:	211,070
Total June alabama.gov Page Views:	776,579
Total June alabama.gov Chats or Offline Messages from Live Help:	562

OPERATIONS & ADMINISTRATION

Alabama Interactive hired a new application developer to assist in programming JAVA applications. Trey Smedley was previously employed by Jackson Hospital in Montgomery. The search is continuing for an additional customer service position and one more developer position.

OTHER BUSINESS/IN CLOSING

In closing, June was a fast-paced month and provided the opportunity to meet with several agency partners to establish their upcoming updates for this year's license renewal season. Several updates to existing applications as well as several new applications are under development.

As always, your advice and support are appreciated.

Please feel free to call on me with any questions or comments.

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Respectfully Submitted,

Winn McInnis